

New Hire Presentation  
Presentation for  
Fulton County

# Find your healthy place

With care designed  
to help you thrive

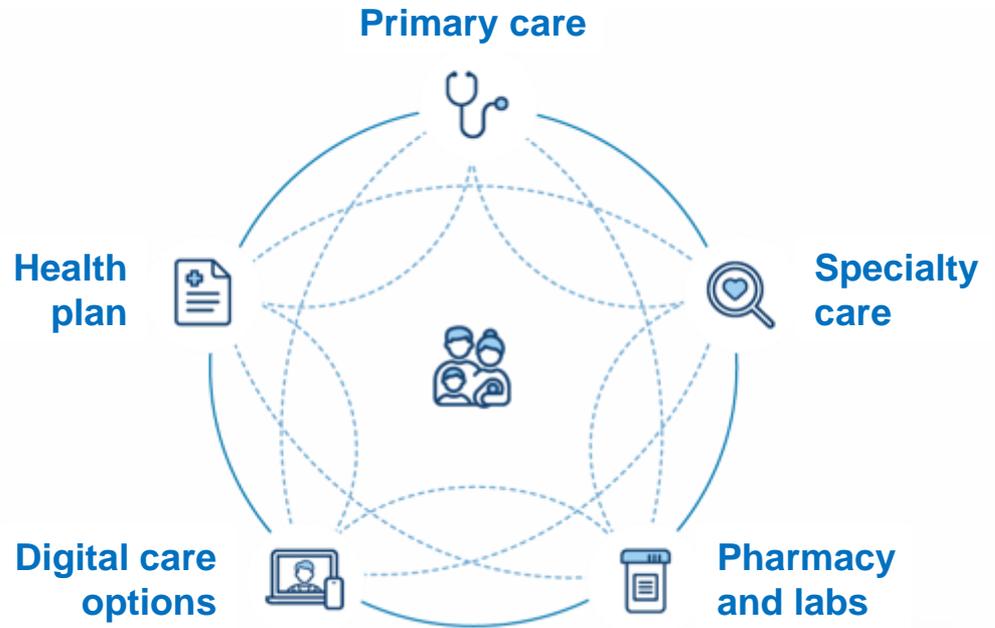


# It's easier to find your healthy place with connected care

We combine care and coverage:

- **Doctors**
- **Hospitals**
- **Health plan**

Care feels easier and faster and is centered around you.



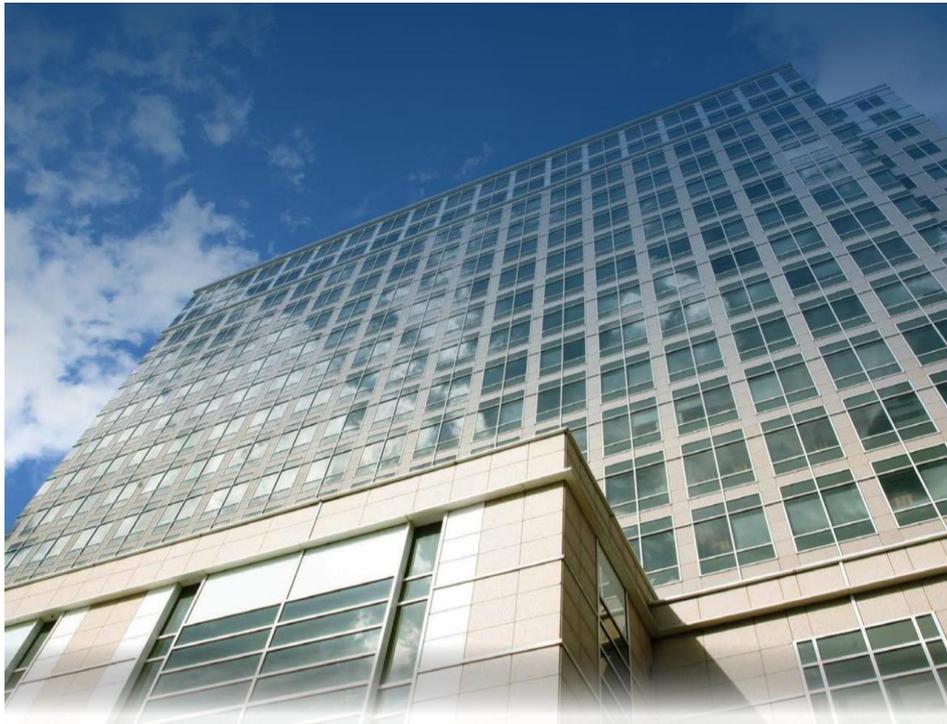
## Kaiser Permanente HMO Plans



- All covered service must be provided at Kaiser Permanente facility or with an affiliated provider.
- Kaiser Permanente is a staff model HMO.
- Kaiser Permanente owns and operates most of our Medical Offices.
  - Employs network doctors
  - 26 Medical Campuses in Atlanta and Athens Service Area
- Typically out-of-pocket costs are lower. (moderate copays for most services)
- Proud partnership with Emory St. Joseph's and Emory Midtown Hospitals for in patient care.

A unique care experience

## Partners in Health



**EMORY**  
HEALTHCARE



\*Starting in October 2018, for inpatient care (such as a surgery, an inpatient procedure, or other elective hospital care), Kaiser Permanente members will be able to get that care at a core hospital.

## Care that's close by

### Hospital Partners:

- Emory University Hospital Midtown – Core hospital\*
- Emory Saint Joseph's Hospital – Core hospital\*
- Northside Hospital – Labor & delivery services
- Children's Healthcare of Atlanta – Pediatric inpatient services
- Piedmont Athens Regional Medical Center – Inpatient Care

### Urgent Care:

- Southwood Comprehensive Medical Center –24/7 urgent care
- Town Park Comprehensive Medical Center –24/7 urgent care
- Gwinnett Comprehensive Medical Center –24/7 urgent care
- Community Affiliated Urgent Care Centers



## Coronavirus/COVID-19: Learn how to protect yourself and get care.



How you get care may be different during COVID-19, but there are still many ways to get the help and care you need. To help you and your loved ones get the right care visit our [website](#) to get the most current information related to:

- Important facility updates
- Where to get care
- How to get care
- Changes to prenatal care
- Pharmacy hours

## Convenient ways to get care

You have flexible options to get care beyond the doctor's office — and you can manage your care anytime with the Kaiser Permanente app or at kp.org.



### Getting care

- Talk with a Kaiser Permanente clinician by video or phone for the same high-quality care as an in-person visit.<sup>1</sup>
- Get 24/7 medical advice by phone or online.
- Email your doctor's office with nonurgent questions.<sup>2</sup>



### Managing care<sup>2</sup>

- Schedule or cancel routine appointments.
- Order most prescription refills.
- Check your medical records and pay bills.



More than 80% of care visits during the COVID-19 outbreak have been phone appointments or video visits.

1. When appropriate and available. 2. Available when you get care from Kaiser Permanente facilities.

## Care while traveling

- If you get hurt or sick while traveling, you're covered for emergency and urgent care anywhere in the world.
- Get urgent care at MinuteClinic in select CVS and Target stores when you're traveling outside a Kaiser Permanente area.
- We can also help you before you leave town by checking to see if you need a vaccination, refilling eligible prescriptions, and more. Just call us or go online:



24/7 Away from  
Home Travel Line:  
**951-268-3900\***



[kp.org/travel](https://kp.org/travel)



### Not sure what type of care you might need?

Call a Kaiser Permanente advice nurse at **404-261-2590**, **1-800-611-1811** (# long distance), or **TTY: 711**. They're available 24/7 to answer questions and point you in the right direction.

## Coverage for when your away



### Outside the United States

- Outside the U.S., if you get emergency or urgent care, you'll need to pay the bill yourself and submit a claim for reimbursement. Make sure you keep these documents:
  - Itemized bill
  - Copy of medical records
  - Proof of payment
  - Proof of travel (i.e. travel tickets, boarding passes, copy of passport stamps)



### Inside the United States

What you pay out of pocket might vary depending on the provider you see.

- If you get care at a Kaiser Permanente office, you'll simply pay a copay or coinsurance at the time of service.
- For other providers, you might pay just a copay or coinsurance, or you might need to pay the full cost and submit a claim for reimbursement.

### How do I submit a claim?

Don't worry, it's easy to submit a claim. Visit [kp.org/travel](https://www.kp.org/travel) for forms and additional detail.

# Your Plan Benefits



# Fulton County

This table shows an example of some of your group's benefits.

<b>Yearly deductible</b>	<b>None</b>
<b>Maximum yearly out-of-pocket costs</b>	\$6,450 individual/\$12,900 family
<b>Covered service</b>	<b>You pay</b>
<b>Preventive care</b>	100% covered
<b>Doctor's office visit</b>	\$25 primary / \$40 specialty
<b>Lab tests and radiology</b>	100% covered
<b>Outpatient surgery</b>	\$150 copay
<b>Hospitalization</b>	\$250 copay, per admission
<b>Emergency care</b>	\$150 copay, waived if admitted
<b>Prescription Drug Coverage</b>	<b>30-Day Supply</b>
<b>Generic medications</b>	\$10 copay (KP Pharmacy)/ \$20 copay (Network Pharmacy)
<b>Preferred Brand medications</b>	\$30 copay (KP Pharmacy)/ \$40 copay (Network Pharmacy)
<b>Non-Preferred Brand Medications</b>	\$50 copay (KP Pharmacy)/ \$60 copay (Network Pharmacy)
<b>Specialty</b>	\$75 copay (KP Pharmacy)/ \$85 copay (Network Pharmacy)

# A better experience from the start

We guide you through each step of joining Kaiser Permanente, so you can start getting the care you need from day one.

## Personalized onboarding



A welcome call and member book to get you started

## 3 easy steps to a healthy change



Choose your new doctor



Transition your care and prescriptions seamlessly



Get care on your schedule



Learn more at [kp.org/newmember](https://kp.org/newmember).

## New perks for your total health

### CLASSPASS

#### ClassPass workouts

Get moving with fitness options that fit your schedule and lifestyle, including Pilates, dance, , cardio, and yoga.

- Reduced rates on fitness classes — Take real-time online and in-person classes from top fitness studios
- Online video workouts at no cost — 4,000+ on-demand fitness classes



#### Calm app

Calm uses meditation and mindfulness to help lower stress, reduce anxiety, and improve sleep quality.

- A new 10-minute Daily Calm meditation every day
- Guided meditations for anxiety, stress, gratitude, and more
- Sleep Stories (soothing bedtime tales for grown-ups)



#### myStrength

myStrength platform empowers individuals with personalized pathways incorporating multiple programs to help manage and overcome challenges.

- Managing Depression
- Controlling Anxiety
- Reducing Stress
- Improving Sleep

## Resources



- [Kp.org/Georgia](https://kp.org/Georgia)



- [Kp.org/exercise](https://kp.org/exercise)



- [Kp.org/newmember](https://kp.org/newmember)



- [Kp.org/mentalhealth](https://kp.org/mentalhealth)

- [Kp.org/searchdoctors](https://kp.org/searchdoctors)

- [Kp.org/selfcare](https://kp.org/selfcare)



- [Kp.org/travel](https://kp.org/travel)



- [Kp.org/choosehealthy](https://kp.org/choosehealthy)

- [Kp.org/THA](https://kp.org/THA)

- [Kp.org/coronavirus](https://kp.org/coronavirus)

1. These services aren't covered under your health plan benefits and aren't subject to the terms set forth in your *Evidence of Coverage* or other plan documents. These services may be discontinued at any time without notice. 2. Classes vary at each location and some may require a fee. 3. Not available in all areas.

## Want to learn more?

Choosing a health plan is a big decision — so we're here to answer any of your questions.



**Member Services (404) 261-2590**

**[Kp.org/Georgia](https://kp.org/Georgia)**

**New Member Onboarding (404) 760-3540**



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Call **1-800-324-9208 (TTY 711)**, Monday through Friday, 7 a.m. to 6 p.m. Pacific time.

\*When appropriate and available.

Thank you

